

PI - Routing Letters to Providers

Purpose:

This procedure provides instructions for routing provider letters and attachments for correction and approval prior to the letters being sent to providers.

Identification of Roles:

IME Program Integrity (PI) Unit—ensures that provider recoupment and educational letters are error free.

State PI Staff – Approval of all Final Order for Repayment letters

Performance Standards:

None

Path of Business Procedure:

- Step 1. The Reviewer initiates a Letter Routing Checklist (PI form F-309 “Letter Routing Checklist”.) This can be located at: P:Templates and Forms\Routing ChecklistP.dotx. The Checklist forms are preprinted on blue paper and are stored by the Administrative Assistant. The Reviewer is ultimately accountable for the timely progression of the letter through the routing process.
 - a. **All** letters will use “Letter Routing Checklist” PI F-309 (blue). This includes letters that may require the signature of the Reviewer, Account Manager and/or IME Director. The only exception is listed under Section B.
 - b. The routing checklists should NEVER have lines or slash marks through **any** step of the routing process. Everyone on the list must review each document and sign and date the routing checklist.
- Step 2. Fill in the top of the form, including the provider’s name and National Provider Identifier (NPI) number or Medicaid (legacy) number if no NPI number is available, associated project name and number, date the letter routing checklist was initiated, date of the letter, type of letter and Reviewer name.

- Step 3. Attach the Letter Routing Checklist to the letter and the attachments. Ensure that you attach Medical Records Request Spreadsheet, Cover Forms, Documentation Checklist, and/or Recoupment Spreadsheet or any other applicable information.
- Step 4. Forward the printed copies as stated on the routing checklist. Reviewer should check the printed letter copies for accuracy, formatting and overall appearance, and sign the letter.
- Step 5. All those included in the routing process will respond with questions, comments, and revisions in writing on the printed copies.
- Step 6. The Payment Integrity Specialist or Database Management Administrator approves financial data in the letter and any spreadsheet enclosures, if appropriate. When the letter does not contain any financial data (for example: Extension of Due Date) the Payment Integrity Specialist is not including in the routing process.
- Step 7. The Operations Manager reviews the letter for accuracy, formatting and overall appearance. This includes verifying provider address and ensuring that the number of documents attached to the routing sheet is accurate. The Operations Manager will work with the Reviewer to resolve any questions or comments and to propose any revisions to the letter.
- Step 8. The Account Manager will do a final check of the letter and sign it (if applicable).
- Step 9. If the letter requires signatures in addition to the Reviewer and Account Manager, the Administrative Assistant completes the routing process.
- a. The Account Manager or designee signs the letter, thereby authorizing release of the documents to the Medicaid Director for approval, or for external release, as applicable. The Account Manager or designee forwards the letter to the Administrative Assistant.
 - b. The PI Director has to sign the routing after the Account Manager's signature and prior to the letter going to the Medicaid Director for signature.
 - c. If applicable, the Administrative Assistant places the letter(s) and attachments in a red folder and delivers it to the Assistant for the Medicaid Director for signature.
 - d. The Administrative Assistant receives the letter from the Account Manager/designee or Medicaid Director as indicated by the routing slip

and type of letter. After the necessary signatures are obtained the Administrative Assistant will perform these tasks.

- 1) Make two copies (one for scanning and one for the Reviewer's file).
- 2) Complete the process for certified mail. Place mail in outgoing mail slot labeled "out." (Refer to Mailing Documents by Certified Mail.)
- 3) Complete a form to request scanning and place documents in outgoing mail slot labeled "out."

Forms/Reports:

<\\dhsime\imeuniversal\Operational Procedures\Program Integrity\Forms and Letters\Approved Forms\Forms\ROUTING CHECKLIST - 309.doc>

RFP References:

6.1.2.2.6

Interfaces:

Program Integrity unit
State PI Staff
Medicaid Director

Attachments:

None